REMOTE-DEMONSTRATION UNIT AND SYSTEM

FIELD

[0001] The described embodiments relate generally to remote-demonstration units and remote-demonstration systems. More particularly, the embodiments relate to remote-demonstration units and remote-demonstration systems for remotely demonstrating products to customers.

BACKGROUND

[0002] Remote customer-assistance systems may allow customers to contact and interact with customer service employees at a remote location (e.g., at a call center). Such remote customer-assistance systems may be convenient for customers, as they may allow customers to ask questions and receive help from employees without having to travel to a particular location (e.g., a retail store). These systems may use, for example, voice communication over a telephone connection to facilitate interaction between employees and customers.

SUMMARY

[0003] Various embodiments are disclosed that relate to remote-demonstration units and remote-demonstration systems for remotely demonstrating products to customers in a fluid, visually-appealing manner. For example, embodiments include a remote-demonstration unit that may include a housing that defines a product-demonstration space. A product-display tray may be disposed within the product-demonstration space at an oblique angle relative to a bottom of the housing, and the product-display tray may include product-support features for supporting products on the product-display tray in different spaced-apart layers. The remote-demonstration unit may also include a light system for illuminating the product-demonstration space. An image-capture device may be coupled to the housing and the image-capture device may include an image-capture lens that is directed toward the product-demonstration space.

[0004] Embodiments also include a remote-demonstration unit that may include a housing defining a product-demonstration space. A translucent product-display tray may be disposed within the product-demonstration space and may be used for displaying products. Light-emissive panels may be disposed at the sides of and beneath the product-display tray such that light produced by the light-emissive panels passes through, is diffused by, and illuminates the product-display tray. The remote-demonstration unit may also include an image-capture device for capturing video of displayed products.

[0005] Embodiments also include a remote-demonstration system that may include a housing defining a product-demonstration space, and a product-display tray may be disposed within the product-demonstration space. A consumer electronic device may be disposed on the product-display tray, and may be disposed in a pre-defined position on the product-display tray. The remote-demonstration system may also include a light system that is configured to illuminate the product-display tray and the consumer electronic device. The remote-demonstration system may also include an image-capture device that includes an image-capture lens configured to capture video of a user's manipulation of the consumer electronic device. The video captured by the image-capture device may be sent in real time to a remote customer device over a network, and the framing of the video may be adjusted to pre-defined extents based on the device type of the consumer electronic device.

BRIEF DESCRIPTION OF THE DRAWINGS

[0006] The disclosure will be readily understood by the following detailed description in conjunction with the accompanying drawings, wherein like reference numerals designate like structural elements, and in which:

[0007] FIG. **1** shows a perspective view of a remote-demonstration unit.

[0008] FIG. **2**A shows a front view of the remote-demonstration unit of FIG. **1** with a product being demonstrated by a user.

[0009] FIG. **2**B shows an output image of the remote-demonstration unit of FIG. **2**A.

[0010] FIG. **3** shows an exploded perspective view of the remote-demonstration unit of FIG.

[0011] FIG. **4** shows another exploded perspective view of the remote-demonstration unit of FIG. **1**.

[0012] FIG. **5** shows a cross-sectional view taken along line **5**-**5**' of FIG. **2**A.

[0013] FIG. **6** shows enlarged portion **6**' of FIG. **5**.

[0014] FIG. **7** shows a cross-sectional view taken along line **7**-**7**' of FIG. **2**A.

[0015] FIG. **8** shows enlarged portion **8**' of FIG. **7**.

[0016] FIG. **9**A shows a product-display tray of the remote demonstration unit of FIG. **1**, with products.

[0017] FIG. **9**B shows an output image of the remote demonstration unit of FIG. **1** including the product-display tray of FIG. **9**A, with a product being demonstrated by a user.

[0018] FIG. **9**C shows an output image of the remote demonstration unit of FIG. **1** including the product-display tray of FIG. **9**A, with a product being demonstrated by a user.

[0019] FIG. **9**D shows an output image of the remote demonstration unit of FIG. **1** including the product-display tray of FIG. **9**A, with a product being demonstrated by a user.

[0020] FIG. **10**A shows a product-display tray of the remote demonstration unit of FIG. **1**, with a different product arrangement.

[0021] FIG. **10**B shows a cross-sectional view taken along line **10**B'-**10**B' of FIG. **10**A.

[0022] FIG. **10**C shows an output image of the remote demonstration unit of FIG. **1** including the product-display tray of FIG. **10**A, with a product being demonstrated by a user.

[0023] FIG. **11**A shows a product-display tray of the remote demonstration unit of FIG. **1**, with a different product arrangement.

[0024] FIG. **11**B shows a cross-sectional view taken along line **11**B'-**11**B' of FIG. **11**A.

[0025] FIG. **12** shows a perspective view of the remote-demonstration unit of FIG. **1**, with the product arrangement of FIG. **10**A.

[0026] FIG. **13** shows a front view of the remote-demonstration unit of FIG. **12**.

[0027] FIG. **14** shows a perspective view of the remote-demonstration unit of FIG. **1**, with a different product arrangement and with the image-capture assembly removed.